

Local Agency Conference Call

August 3, 2017



State Updates

- Contracts coming by mid-August, will need to be back to State by Sept. 30th
- Staffing update- Alex Long left us (working in Chronic bureau now); new Health Education Specialist starting August 16th- Shannon Almquist
 - Will be on team with Kevin doing monitoring, retailer management, quality improvement work, etc.
- Check Stock & MICR- please do not order too much
 - Dick may scale down your order based on eWIC rollout projections



State Updates

- State office staffing- light in August & September due to eWIC trainings, level 3 certifications, time off, etc. Will have coverage of help desk and on the mainline number at the State office, please be patient with us
- WIC Work Group update-
 - Met July 13-14th (minutes to be posted next week)
 - Wrapped up review of new Rx form (1 instead of 2)
 - Reviewed Nutrition Assessment Questions (changes coming)
 - Planned project(s) in FFY 18- clinic flow analysis



State Updates- PUMPS

- Please send in pump orders this month
- We will be ordering more before FFY end (Sept. 30th) and would like to order appropriately
- On your form- PLEASE complete all information (how many on hand, issued out, etc. This is necessary to assess status
 - This next year we will be formalizing pump inventory
- Contact Chris if you have any broken Lactinas- we can return for a discount on Symphonies!



Continued

- When you coming to training for eWIC, you can bring us...
 - Broken lactinas
 - Unused medical formula
 - Surveys!

Formula Orders- review

- Before placing orders, make sure approval by CPA/RD and all required documentation is in chart.
- We recommend only one person order for agencies.
- Please don't order too soon/too much.
 - Special formula is general around \$200.00 per case.
 - If it is a new prescription, maybe only order the first couple of months.
- When formula orders are delivered, email State Nutritionists



eWIC Update

- eWIC Promotional materials- Kelly is placing the order for posters and flyers this Friday
 - The large 11X17 card stock poster is for your clinic, and the smaller 8.5X11 is for your retailers.
- Other materials coming soon-
 - Card readers, card stock and card holders (mid-August)
 - Inventory will need to be maintained for card stock (form will be sent out)
 - References, resources for eWIC education
 - Should have already received training materials (policies, etc.)
- May need another “port” or “hub” for USB (card readers), they are about \$8, order now for eWIC rollout (not through State)



eWIC

- Materials for eWIC rollout
 - Do not need to create local materials (information, instructions, promotional material). We have been working hard on these items for the last year.
 - If you do, please send to the state for review and approval, we may want to share but also want to ensure information is correct, consistent



eWIC

- Pilot Status
 - Going pretty well, system is working
 - Overall feedback from training was positive
 - Overall participants and staff are excited
 - Appointment times are longer, food items need to be changed (ahead of or during appt.), and education needs to be provided
- Challenges
 - Primary challenge is redemption of certain items
 - Set up is incorrect in system
 - UPC not in system
 - Not an allowed item
 - Not issued to this person



Redemption Challenges

- Bottom line... when a transaction does not go through, the participant, the store and even the clinic (and even us) can get frustrated and not know what is wrong initially
 - Need as much information as possible to troubleshoot
 - HH#/Participant ID#
 - What was the item (UPC, detailed description- pics are helpful)
 - Check if it was issued correctly
 - Is it WIC approved?
 - Amount available?



Redemption Challenges

- Keep in mind that some items have been slipping through and now the items will be approved by UPC
 - Ex. Organic eggs may have passed through on a check, and now being denied
- New UPCs are coming on all the time, this will be an ongoing process to keep our list up to date
- If set up is the issue, may take 3-4 days for the “fix” to take effect
- ...*This is why we have pilot, we HOPE to have most issues resolved by Sept. (THANK YOU PILOT AGENCIES!)*



Redemption Challenges

- When an issue happens...
 - Participant may call you
 - Participant may call us
 - Participant may call number on card
 - Store may call you or us... or number on card, etc.
- Please feel free to contact us and we will do our best to resolve... but we need ***all*** the details to make that possible



Statewide rollout updates

- See Rollout Strategy document
- 42 days away!
- On schedule!
- >160 stores need to be “certified” starting next week!
 - MAY need your help, Kevin may be reaching out
- Food packages need to be updated
 - Just before appt., list is available on Utilities and includes all needed information (it is LONG, ask IT for help in printing small bits or limiting the data to make it more manageable if needed)
- Please DO NOT ISSUE checks for November
 - Roll everyone through between 9/14 & 10/31 to transition to eWIC



Sept. 14th -October 31st

- Everyone should be on eWIC by Nov. 1st
- Tight timeframe, and longer appts. (we understand this is going to be hard)
- Keep in mind that short appts. can be scheduled to just change over benefits to eWIC, then regular appt. items (education, weigh/measure) can be delayed a month
- Contact State Office for help in logistics or to discuss concerns

eWIC- New Food List

- We have all the new UPCs currently “pending” for September
- We will need to share this data with stores early in Sept. to ensure they are ready
 - Possible that new items will go through before 9/14, please be aware that this is why and we are not technically “allowing” the new items until 9/14
- Food List Booklets still under construction (edits) to make them as perfect as possible... very tight to get them out in time, but we are still targeting 9/14 for use in clinic



State Plan Changes- FY 18

- New Format!!!
- No more “chapters”
- Sections, functional areas, policies & attachments
 - Section 1: Goals and Objectives
 - Section 2: Local Agency Policies
 - Section 3: Fillable forms/State Policies
 - Misc: Attachments and other items that do not fit elsewhere (maps, phone lists, food list, etc.)
- Due to FNS 8/15/17... we are working hard on it right now



State Plan

- Review example of new format
- We will post to website between 8/15 & 9/1, will have time to review before it is in effect (10/1/17)
- We will summarize important changes when complete
 - Some will review here/now
- Also of note... moving toward everything being ADA compliant, so items may appear different for that reason also

Changes to note...

- Affirmative Action Plan- totally changed
- eWIC policies- you have already received the link to them, they are in the old format but the content is relevant for FFY 18
- Rights & Responsibilities- changed related to eWIC and also how information is shared
- New Rx form to replace the Medically necessary & Similac form (all one... WWG accomplishment)
 - Review Rx form



Nutrition Assessment

- Still working to reconcile WWG suggestions/ours
- Idea is to skip SOAP, nutrition contact, referrals, goals in the individual links (mostly)- and have all information entered into the NAQ link.
- There will be more questions, but they will prompt you for everything you need to document
- Can assign risk codes as items come up
- Only CPA/RD can complete with this method

NAQ

- Benefit- less findings; streamline documentation (one place); may be quicker; can go in and out to edit while still in cert. (not after closed)
- Possible issue- cannot document later (like in SOAP), since it has to be done prior to completing CGS (and can only do one per day); information will not load (ht/wt/hgb, risk codes, education, etc.);
- Stay tuned... we still need to finalize them, and enter them- probably go live November 1st- will train later



QUESTIONS SO FAR...

